

Serial No.: 09/431,017
Filed: November 1, 1999
Group Art Unit: 2642

RECEIVED
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FEB 25 2003

Technology Center 2600

Date: February 14, 2003

HONORABLE COMMISSIONER OF PATENTS

Washington, D.C. 20231

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for ** month(s) is hereby made, under §1.136(a); a check in the amount of \$** is enclosed per §1.17.

_____ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque

Registration No.: 35, 457

Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 7	= 0	x \$84.00 =	0
Total 33	- 33	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				0

No additional claim fee.

The claim fee has been calculated above; check number * in the amount of \$ is enclosed.

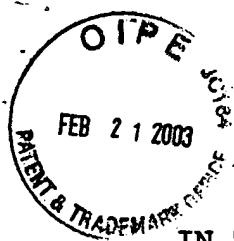
In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents, Washington, D.C. on February 14, 2003.

Howard S. Fuhrman
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SUBMIT IN TRIPPLICATE



PATENT

#6/B
SMC
2/24/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : RELATIONSHIP BASED TASK AND RESOURCE
CALL CENTER MANAGEMENT SYSTEM AND METHOD
Attorney's Docket : DAVOX-164XX
Examiner : Q. Nguyen
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on 2/14/03.

By Howard S. Fuhrman
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Attorney for Applicant(s)

AMENDMENT

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Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action dated November 19, 2002,
please amend the above-identified Patent Application as follows:

In the Claims:

Replace claims 1, 5, 13, 25, and 33 as follows:

B
1. A computer-implemented method of managing a call center using
relationships, said call center including a plurality of different
resources for handling telephone calls and communication contacts,
said method comprising:

cont.